



Gearing Up For Your Transitions

Crisis Intervention

This information comes directly from the DHSS Division of Substance and Mental Health (DSAMH).

**If you are experiencing a medical emergency, have taken an overdose, or have harmed yourself in any way,
DIAL 9-1-1 IMMEDIATELY**

**If you are having a psychiatric or substance abuse crisis and need assistance
In Northern Delaware, call: 800-652-2929
In Southern Delaware, call: 800-345-6785**

What is Crisis Intervention Services?

The Division of Substance and Mental Health offers a continuum of Crisis Intervention Services. These services are located throughout the State in the Crisis Intervention Service Centers, the Community Mental Health Centers, the Recovery Response Center and Emergency Rooms. Crisis Intervention Service (CIS) staff are available 24 hours a day to assist people, 18 years and older, with severe personal, family or marital problems. These problems may include depression, major life changes such as unemployment or loss of an important relationship, anxiety, feelings of hopelessness, thoughts of suicide, delusions, paranoia and substance abuse.

The goal of CIS is the prevention of unnecessary or inappropriate hospitalizations of a person experiencing severe symptoms of a mental illness or substance related problem. By providing services in the community, CIS staff can better assess the consumer's environment, support systems and current level of functioning. They can gain a clear understanding of the type of treatment and support services that will be needed.

CIS Staff are also co-located in the **Crisis And Psychiatric Emergency Services (CAPES)** unit at [Wilmington Hospital Emergency Department](#) as part of a joint venture with Christiana Care Health System and DSAMH. Crisis Staff also operate under a Memorandum of Understanding with [St. Francis Hospital](#) to provide mental health and substance use evaluations and assist with discharge planning as requested by the Emergency Department Staff.

In addition to these services, the crisis staff work in conjunction with every police department throughout the State, providing training in police academies, individualized roll call trainings and assisting in the evaluation of persons picked up on criminal charges who may require mental health evaluations and who may be appropriate for the State's [Mental Health Courts](#).

Statewide Service Locations

Northern Delaware	
Location & Hours	Phone
Crisis Intervention Services, Northern Delaware Herman Holloway Health Campus, 1901 N. DuPont Hwy., Springer Building, New Castle, DE 19720 Staffed 24 hours a day, 7 days a week Serves all of New Castle County and greater Smyrna in Northern Kent County. Provides phone support, mobile outreach and walk-in crisis services.	302-577-2484 800-652-2929 (TOLL FREE)
CAPES Unit <i>Wilmington Hospital Emergency Department</i>	302-428-2118
Wilmington Mental Health Center <i>Williams State Service Center</i> 1906 Maryland Ave, Canby Park Shopping Center, Wilmington, DE 19805 Hours: 8 a.m. - 4:30 p.m.	302-778-6900

Southern Delaware	
Location & Hours	Phone
Crisis Intervention Services, Southern Delaware 700 Main Street (Rear Entrance), Ellendale, DE 19941 Staffed 24 hours a day, 7 days a week Serves all of Sussex County and Kent County south of greater Smyrna. Provides phone support, mobile outreach and walk-in crisis services.	302-577-2484 800-345-6785 (TOLL FREE)
Dover Mental Health Center <i>James Williams State Service Center</i> 805 River Road, Dover, DE 19901 Hours: 8 a.m. - 4:30 p.m.	302-739-4275

<p>Georgetown Mental Health Center <i>Adams State Service Center</i> 546 S. Bedford Street, Georgetown, DE 19947 Hours: 8 a.m. - 4:30 p.m.</p>	<p>302-856-5490</p>
<p>Recovery Response Center 700 Main Street, Ellendale, DE 19941 Staffed 24/7 Provides recovery support services and crisis stabilization services to divert people from inpatient hospitalization and communicate the message of hope and the possibility of recovery. The RRC Living Room is a crisis alternative where people having a difficult time can become a guest where they receive comfort and hope from a team of Peer Support Specialists in recovery.</p>	<p>302-739-4275</p>